

Date of Notice _____



***ATTENTION CHARLOTTE WATER
CUSTOMERS***

Smoke testing is scheduled to begin in this area in the next few days. Upon receipt of this notice, please run about a gallon of water from all faucets in your home into all sinks and showers and let it drain out. Also, pour about a gallon of water into any floor drains and if you have any dry toilets, please fill them with water.

As part of the Little Hope Creek Wastewater Improvement Project, Charlotte Water is evaluating the sewer system in your area by performing smoke testing. Smoke testing is a technique where smoke is blown into the sewer system, and the smoke escapes through leaks in the sewers. This evaluation work is necessary in order to locate leaks in the sewers that allow rainwater, creek water and other storm water run-off to enter the system. Black & Veatch and their consultants have been hired by Charlotte Water to smoke test the sewer system. Over the next few weeks, you will see crews from Black & Veatch and Gavel & Dorn working along the sewer lines and at manholes.

IMPORTANT INFORMATION:

- ◆ **Smoke should not enter your home or business unless you have defective plumbing or dry drain traps. Please follow the directions above so that water is in all drain traps within your home. Running water now will block smoke from entering your home at these locations.**
- ◆ **Crews will not need to enter into your home or business.**
- ◆ You can expect to see smoke escape through vent stacks on the roof of your building – this is a sign that the building’s plumbing is properly installed.
- ◆ The smoke is white to gray in color, nearly odorless, and is non-toxic and non-staining. The smoke will not leave residue or create a fire hazard. The smoke **IS NOT** harmful to people or pets.

If you have any concerns or questions regarding the work, please call the following Gavel & Dorn personnel:

Field Manager: Adam Brookshire – (704) 719-6217

If you need additional information, you may contact Richelle Hines /Charlotte Water at (704) 336-1040 or email Richelle.Hines@ci.charlotte.nc.us